



Oahu North Spouse Information Meeting (SIM)

Our mission is to provide sustainable installation support and services for Soldiers, Families, and the military community that meets current and future mission requirements, promotes community well-being and enhances the natural environment

We are the Army's Home



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Agenda

- Opening Remarks (USAG-HI Commander / Senior Spouse)
- Spotlight Brief – ITR Military Appreciation Month
- Spotlight Brief – Financial Resiliency
- Spotlight Brief – TRICARE Contract Transition
- Spotlight Brief – Summer Programs
- One Item of Interest to All (Service Providers)
- North SIM Topic Annual Planner (Facilitator)
- Closing Remarks (USAG HI Commander / Senior



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Spotlight Brief #1

ITR MILITARY APPRECIATION MONTH



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Leisure Travel Services (LTS)

May “Military Appreciation Month” Specials

- Various Military discounted tickets with additional savings to Luaus, Dinner Cruises, Dinner Shows, Parks, Submarine Rides
- Specials still pending, check with us during last week of April.

Theme Park Attractions

- Disneyland “Salute” 3-Day Park Hopper tickets at \$122.75/each (limit of 6 per active duty ID)
- Walt Disney World “Salute” 4-Day Park Hopper tickets at \$153.25/each (limit of 6 per active duty ID)
- SeaWorld, Busch Gardens, Sesame Place – *Free Admission* for active duty *plus 3 immediate family members*.
- Many more theme park discounts for military, see listing on our website or in office.

Travel Packages

- Discounted Cruises with Disney, Princess, Holland, Royal Caribbean, Norwegian, Carnival
 - Air/Room/Car packages to Neighbor Islands
- Family vacation to Florida, California, or Dream Destination
 - Staycation at any of the Island’s Hotels.
- *Plan NOW for better discounted pricing: block leave, 3-day weekends, summer, Christmas break*

Up-Coming Event Tickets (Later in year)

- University of Hawaii Football Season Tickets
- 2014 NFL Pro Bowl Tickets

Coming soon.....New Vendors

BAMP Project – Concert tickets – Republik venue
Mandara Spa – Hilton Hawaiian Village Hotel
Bay View Golf Course – Zip line & Miniature Golf



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Questions



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Spotlight Brief #2

FINANCIAL RESILIENCY



Financial Resilience

Ms. Robin Sherrod, AFC
Financial Readiness Manager
655-1708



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What is Financial Resilience?

The ability to respond effectively to financial difficulties and opportunities with the ultimate goal of bouncing back and moving forward for overall Financial Wellness.



Three Dimensions of Financial Resilience

Remedial – Used when clients have reached a state of financial, emotional and /or personal discomfort

Examples:

Army Emergency Relief

Security Clearance Issues

Command Referred Clients



Three Dimensions of Financial Resilience

Preventive – Used when clients perceive a need for more productive usage of their current financial resources.

Examples:

Financial Peace University

Financial Classes

Financial Counseling

Three Dimensions of Financial Resilience

Proactive – Used when clients are financially stable, but desirous of finding ways to use their financial resources more effectively.

Examples:

Financial Peace University

Financial Classes/Counseling

Financial Services



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Financial Resilience Services

- Accredited Financial Counselors
- One-on-One Appointments
 - Budget
 - Credit Repair
 - Free Credit Score
 - Investing/TSP advice
- Security Clearance Memos
- Projected LES
- Financial Peace University
- Child Care Subsidy Memo
- Army Emergency Relief
- WIC
- Free Carfax Vehicle Reports



Financial Resilience Services

- First Term Financial Training
- Financial Success Series
 1. Money Management
 2. Basics of Budgeting
 3. Your Credit Report & Score
 4. Basic Investing & TSP
- Other classes:
 - Security Clearance
 - Investing
 - Car Buying
 - Home Buying



Way Ahead

- Financial Resilience Center
 - Financial Readiness
 - Army Emergency Relief
- Multi-Generational Touch Points
 - Financial Resilience for Tweens/Teens
 - Financial Resilience for Elementary Schools
- Finance and Life Building Skills
 - Budget and Baby Series
 - Cooking and Coping Series
- Evidence based programming



Financial Resilience

Ms. Robin Sherrod, AFC
Financial Readiness Manager
655-1708
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Spotlight Brief #3

TRICARE CONTRACT TRANSITION



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TRICARE Update West Region Contract Transition

Mr. Karl S. Kiyokawa
*Vice President of Hawaii Market Operations
UnitedHealthcare Military & Veterans*



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Agenda

- TRICARE West Region
- Who is UnitedHealthcare Military & Veterans?
- Transition Timeline
- What has changed?
- What do I need to do?
- How do I get more information?

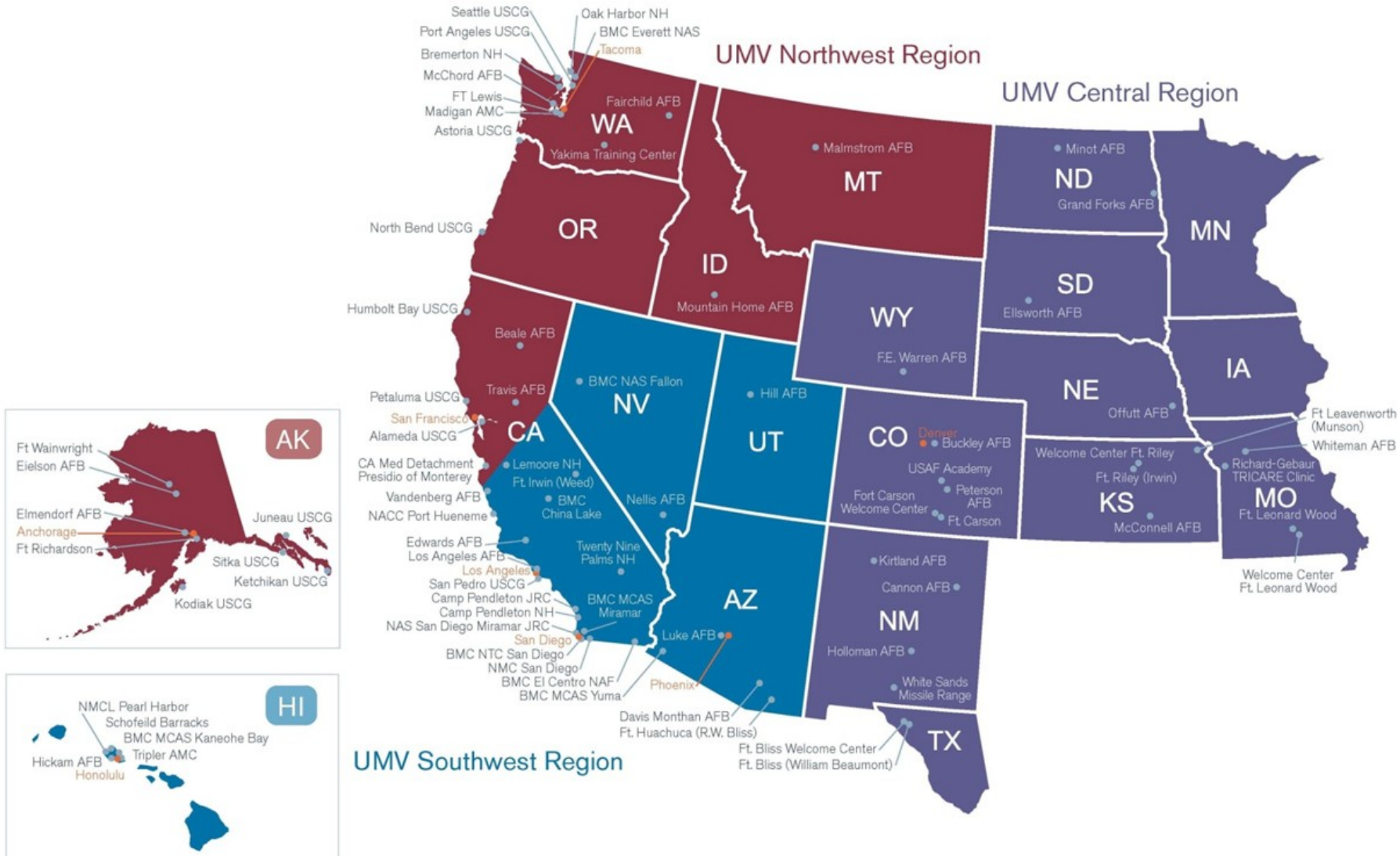


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TRICARE West Region





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UnitedHealthcare Military & Veterans

Our Vision:

To improve the health and well being of those who serve, have served, and their families by supporting and advancing the health care delivery system

Our Mission:

In partnership with government health programs, it is our goal to provide innovative, high quality and affordable healthcare solutions

Our Values

Integrity. **Compassion.** **Relationships.**
Innovation. **Performance.**

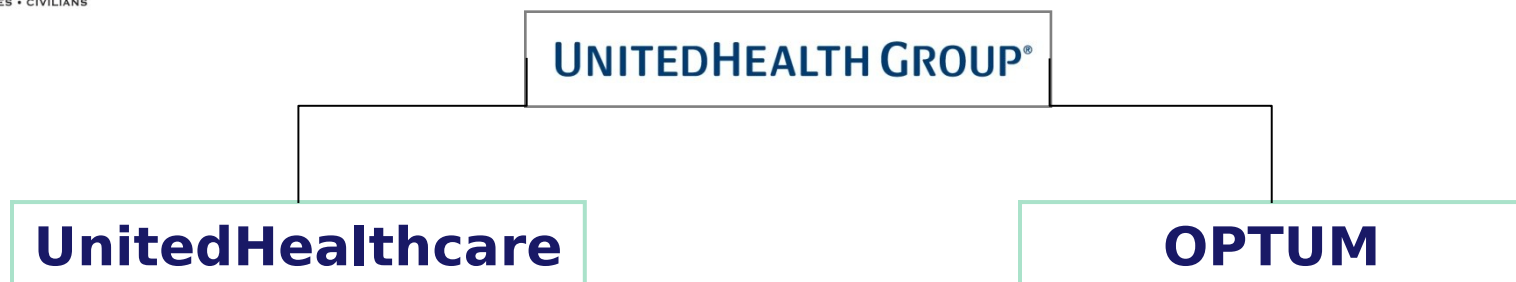




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A UnitedHealth Group Company



Health Benefits

Health care coverage and diverse benefits businesses that ensure 38 million individuals in private and government funded programs receive the best care



**Helping people live
healthier lives**

Health Services

Pharmacy, financial, health services, information and technology solutions for hospital facilities, pharmacies, health care professionals and nearly 60 million individuals



**Helping to make the health care
system work better for everyone**



Experienced team for high performance during transition and operations



Expanded capabilities and resources to support beneficiaries and the Military Health System



- TRICARE-specific knowledge and expertise
- Access and use of proven TRICARE operational tools, technologies, processes
- Data and information for cost, quality and service management
- Network and medical management technologies to manage and monitor care
- Advanced integrated medical and behavioral health management programs
- Comprehensive nationwide reach and interaction with quality health care providers
- Leverage the best practices, solutions and innovations of one of the largest Healthcare Organization in the country



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Transition Timeline

- February 19, 2013
 - UnitedHealthcare Military & Veterans (UnitedHealthcare) takes over TRICARE Service Center Operations and external working relationships
- February 19 – March 31, 2013
 - Dual Operations Period – both TriWest Healthcare Alliance and UnitedHealthcare manage facets of the TRICARE West Region program
- April 1, 2013
 - Start of Health Care Delivery – UnitedHealthcare assumes full operational capability for the TRICARE West Region program



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What has changed?

- TRICARE Program Benefits – No change
- The Managed Care Support Contractor – Change
 - UnitedHealthcare Military & Veterans
- TRICARE West Region Toll-free Line – Change
 - 1-877-988-WEST (1-877-988-9378)
- TRICARE West Region Website – Change
 - www.uhcmilitarywest.com
- TRICARE Prime Enrollment Fee Payment Method – Change
 - Retirees only
 - Must pay by payroll allotment, credit card, or electronic funds transfer
 - No check payment (except initial payment)



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What do I need to do?

- TRICARE Prime Enrollment
 - If already enrolled, you do not need to re-enroll
 - If enrolled to a Military Treatment Facility (MTF) Primary Care Manager (PCM), you do not need to change your PCM
 - If enrolled to a civilian, network PCM, you do not need to change your PCM unless you received a letter instructing you to do so
- Referrals to Civilian Providers
 - You do not need to get another referral if one was processed by TriWest prior to April 1, 2013
 - UnitedHealthcare will honor referrals processed by TriWest through May 30, 2013
 - UnitedHealthcare will honor referrals for OB for the full term of the pregnancy and postpartum care (312 days)



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What do I need to do?

- Case Management
 - Cases transferred from TriWest to UnitedHealthcare (both medical and behavioral health)
 - Very complex cases will receive a phone call from the UnitedHealthcare Case Manager
 - Goal is to ensure that all cases receive a UnitedHealthcare Case Manager
- ECHO Case Management
 - Cases transferred from TriWest to UnitedHealthcare
 - UnitedHealthcare ECHO Line: 1-855-874-6800



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How do I get more information?

- UnitedHealthcare Military & Veterans
- Toll-free Line: 1-877-988-WEST (1-877-988-9378)
- Website: www.uhcmilitarywest.com
- TRICARE Service Centers (M-F, 0730-1630)
 - Schofield Barracks Army Health Clinic
 - Tripler Army Medical Center
- Karl S. Kiyokawa, VP of Hawaii Market Operations
 - 808-837-7422
 - Karl_Kiyokawa@uhc.com
- Mavis Okihara, Beneficiary Services and Education Rep
 - 808-837-7427
 - Mavis_Okihara@uhc.com



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Helping military families isn't just a job.

It's an honor.

UnitedHealth Military & Veterans Services is grateful to have been selected to serve families in the TRICARE West Region starting in April 2013.

Our company's 99,000 employees could not be more honored to have the chance to serve you—the men and women of the U.S. military who keep us all safe and secure.

At UnitedHealthcare, we serve over 78 million Americans nationwide. Our experience, expertise and resources uniquely position us to make health care better for you.

- » **Offering one of the nation's largest provider networks:** Our network provides access to hundreds of thousands of physicians and other health care providers nationwide
- » **Developing user-friendly innovations:** Our mobile technologies help you do everything from locate the nearest doctor to manage your health
- » **Enabling better coordination among doctors:** We make it easy for doctors, specialists and other providers to work together
- » **Connecting beneficiaries to affordable, high-quality care:** We use innovative tools to connect you to the right doctors and specialists for your needs

Military families help keep us safe. And we'll be here to help you stay healthy and get the right care.





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Questions



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Spotlight Brief #4

SUMMER PROGRAMS



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CYSS Summer Sessions

School Age Services

Summer Day Camp, 28 May 13 through 02 Aug 13 (0530-1800)

Summer Day Camp Program Registration:

- **01 April 13 children currently enrolled in Before & After School programs**
- **01 May 13 all new patrons**
- **Fees are based on Total Family Income and include daily breakfast, lunch and snack along with field trip entry and transportation fees**
- **Calendar of field trips and activities will be available at each individual School Age Center**

Youth Sports & Fitness

- **Mini Flag Football (Registration 18 June 13 - 09 July 13)**
- **Flag Football (Registration 02 July 13 - 23 July 13)**
- **Cheerleading (Registration 02 July 13 - 23 July 13)**



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CYSS Summer Sessions

School Age Center Activities and Field Trips

- End of Summer Extravaganza
- Save the Earth Carnival
- Cupcake Wars
- Hawaii Has Talent
- All Sports Day
- Fear Factor
- Army Birthday
- Kau Kau Classes



- Kualoa Regional Park
- Polynesian Cultural Center
- Ho'omaluhia
- Fishing trips
- Diamond Head hikes
- Bishop Museum





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CYSS Summer Sessions

Middle School & Teen Programs

- Summer Open Recreations hours, Monday - Friday 1300-1800 and Saturdays 1200-1800
- Summer Camp extended hours 1000-1300, 28 May 13 through 2 Aug 13 (Weekly fee for extended hours based on Total Family Income)
- Teens must be registered with CYSS
- Calendar of field trips and activities will be available at each individual Teen Center

HIRED Program offers weekly and weekend apprenticeship opportunities for youth 15-18 years old during the summer months.

The EDGE Program will be offering Summer Junior Golf at Leilehua Golf Course, 10 June 13 - 3 July 13.



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CYSS Summer Sessions Teen Center Field Trips and Activities

Army Birthday Celebration
Youth Sponsorship Activities
4th of July Spectacular
End of Summer Cookout/Potluck



Wet N Wild
Polynesian Cultural Center
Podium Raceway
Bowling
Mall and Movies
Paintball
Kayaking
Stand Up Paddle Boarding
Taro Patch
Hiking
Kualoa Ranch
Miniature Golf
Whale Watching



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Summer Sensations 2013

Summer Reading Programs (10 June 13 - 13 July 13)

- "Read to Me" Program
- Summer Reading Club (ages 6 - adult)
- Various entertainment shows at Fort Shafter & Sgt Yano Library



Summer Learn to Swim/Aquatic Program (June - September)

- All children must be registered through CYSS to participate
- Receipt of payment from CYSS must be presented when registering for swim lessons at the pool
- Classes offered at all swimming pool facilities



More information can be found in the upcoming publication of
Summer Sensations 2013

Information also available at www.himwr.com



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Questions



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One Item of Interest to All (Service Providers)

1 Directorate of Family and Morale, Welfare and Recreation	12 Directorate of Emergency Services
2 Army Community Service	13 Family Housing (DPW)
3 Child, Youth, and School Services	14 Island Palm Communities
4 Army Family Action Plan	15 Schofield Barracks Health Clinic
5 Army Family Team Building	16 Solider Family Assistant Center
6 Exceptional Family Member Program	17 Fisher House
7 School Liaison Office	18 TriWest
8 Hui O' Wahine	19 Religious Support
9 FRG/ Op Ready Programs	20 Exchange
10 Army Volunteer Corps Coordinator	21 Commissary
11 Armed Services YMCA WAAF	22 Red Cross



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SIM Topic Annual Planner

7 JANUARY	4 FEBRUARY	12 MARCH
Spotlight: SLO: Academic Testing /Scholarships (ie, VFW)/Hui`O Na Wahine Spotlight: DES: Crime; current service & support	SIM Spotlight: Tax (new regulations; website, training) SIM Spotlight: CDC (FAQ) TLM: VMIS	SIM Spotlight: FAP SIM Spotlight: Pre-PCS/HAZMAT SIM Spotlight: Summer Programs TLM: FRG Symposium/CDC/Financial Resiliency/Commissary/VMIS RFI
1 APRIL	6 MAY	3 JUNE
Spotlight: ITR Military Appreciation Month is May Spotlight: Financial Resiliency Spotlight: TRICARE Spotlight: Summer Programs TLM: Social Media	Spotlight: Disaster Preparedness Spotlight: TBD TLM: TBD	Spotlight: Pre-PCS Theme Spotlight: TBD TLM: TBD
JULY	5 AUGUST	3 SEPTEMBER
o No SIM scheduled	Spotlight: Post-PCS Theme Spotlight: TBD TLM: TBD	Spotlight: Post-PCS Theme Spotlight: TBD TLM: TBD
7 OCTOBER	4 NOVEMBER	2 DECEMBER
Spotlight: TBD Spotlight: TBD TLM: TBD	Spotlight: TBD Spotlight: TBD TLM: TBD	Spotlight: TBD Spotlight: TBD TLM: TBD



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End of Brief

INSTALLATION MANAGEMENT COMMAND



“Sustain, Support and Defend”



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Family and MWR April Community Programs

April 1st Military Specials @ Leisure Travel Services

April 1st -30th Army Hawaii Indoor Soccer Tournament @
Martinez PFC

April 2nd PT in the Park @ Bennett Field

April 6th Ladies Golf Clinic @ Leilehua Golf Course

April 12th Right Arm Night @ Hale Ikena

April 14th -20th National Library Week @ Fort Shafter Library

April 23 Morningstar Investment Workshop @ SGT Yano
Library

Visit :

himwr.com

For additional information and other
programs





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Family and MWR April Community Programs

April 24th Administrative Professional's Day Lunch Buffet @
Nehelani and Hale Ikena
April 25th -27th NFL Draft Picks Viewing @ Tropics Warrior
Zone
April 26th USARPAC Pay Day Scramble @ Nagorski Golf Course
April 26th Hawaiian Luau Lunch Buffet @ Kolekole Bar & Grill
and Mulligan's Bar & Grill
April 26th Country Night Late Night @ Tropics Warrior Zone
April 30th PT in the GYM @ Fort Shafter
PFC

Visit :

himwr.com

For additional information and other
programs





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Family and MWR April Community Programs

NEW Activities

NEW! App for Digital Magazines @ Army Hawaii Libraries

NEW! Water Exercise and Private Swim Lessons @Tripler and Helemano Pools

NEW! Drawing Classes @ Schofield Barracks Arts & Crafts Center

NEW! Happy Bowling Birthdays! @ Fort Shafter Bowling Center

NEW! Weekly Preschool Story Time @ SGT Yano Library

NEW! Army Hawaii Men's and Women's Intramural Softball League @ Takata Field, Ft. Shafter & Stoneman Complex, Schofield Barracks

BLUE STAR CARD - SPECIAL EVENTS & ACTIVITIES



April 26

80's Zumba Night

Visit :

himwr.com

For additional information and other
programs





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Family and MWR April Community Programs

Additional Ways to Receive Information:

Web:

himwr.com



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[Pinterest.com/fmwrhawaii](https://www.pinterest.com/fmwrhawaii)





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Child, Youth & School Services (CYS Services)

Updates and Important Events

Parent's Night Out

Aliamanu CDC/SAC: April 6th (1800-2300)

Bowen CDC/Schofield SAC: April 20th (1800-2300)

***Note permanent change in location from Schofield CDC to**

Bowen CDC on Lyman Road

SKIES

Theatre Production of Cinderella and Dance Showcase

DATE/TIME: April 28th (1330 - 1900)

**LOCATION: Salvation Army Ray & Joan Kroc Corps
Community Center, Kapolei**

Month of the Military Child

**Please look for calendar of events at each CYSS
program and join the festivities all month!**

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1 of 1